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	CHILD AND FAMILY SERVICES AGENCY	REVISION
TOUT DE ROME, SERVICES	Approved by: Debra Porchia-Usher Interim Agency Director	HISTORY:
	Date: <u>June 29, 2011</u>	
LATEST REVISION:	EFFECTIVE DATE:	
August 30, 2011	June 29, 2011	

I. AUTHORITY	The Director of the Child and Family Services Agency (CFSA) adopts this policy to be consistent with the Agency's mission and applicable Federal and District of Columbia laws and regulations including DC Municipal Regulations Title VI, §1803 (Government Personnel, Employee Conduct).
II. APPLICABILITY	All employees and contractors of CFSA - note: to the extent that any provision of this policy conflicts with an applicable collective bargaining agreement, the agreement shall supersede this policy.
III. RATIONALE	The Child and Family Services Agency provides guidance for employees and contracted personnel (hereinafter "employees") to report unusual incidents. Such incidents may include, but are not limited to, the loss of personal or CFSA property, work-involved injuries and accidents, or other events that are different from the regular routine or established procedure. Failure to report unusual incidents may present a safety risk to individuals, and may contribute to serious liability issues for CFSA. To ensure that these incidents are reported in a timely manner, for appropriate follow-up, CFSA requires employees to adhere to this policy.
IV. POLICY	It is the policy of the Child and Family Services Agency that employees report all unusual incidents immediately to the appropriate supervisor, and complete the applicable forms (Employee Unusual Incident Report Form, CFSA Information Technology Incident Report Form, Motor Vehicle Accident Form, Department of Public Works [DPW] Initial/Incident Report, and the Chain of Custody Form). Information on these forms:  1. Identifies individuals involved and/or witnessing the incident; and  2. Addresses the location of incident; type of incident; intervention/s used to resolve the incident and includes a brief description of the incident.  Criminal acts or incidents that may be deemed a financial liability to CFSA, or that may present a safety risk, must be immediately reported to the Director of the Child and Family Services Agency, Deputy Directors, Office of Risk Management, Office of the Inspector General and law enforcement official.

V. CONTENTS	<ul><li>A. Definition of an Employee Unusual Incident</li><li>B. General Procedures for Employee Unusual Incidents</li></ul>						
	C. Role of the CFSA Office of Risk Management						
	D. Role of the Administrator, Manager, and Supervisor						
	E. Role of Human Resources						
\(\(\text{i}\) \(\text{i}\) \(\	F. Unusual Incidents Reports/Criminal Investigations						
VI. ATTACHMENTS	A. Employee Unusual Incident Report Form     B. CFSA Information Technology Incident Report Form						
	C. Motor Vehicle Accident Form						
	D. DPW Initial/Incident Report						
VII. PROCEDURE	Procedure A: Definition of an Employee Unusual Incident						
	Employee unusual incidents occur while a CFSA employee is on official duty						
	executing the responsibilities and duties of the job, including agency offices, vehicles or in a field location. An employee unusual incident is defined as any significant occurrence or extraordinary event, different from the regular routine or established procedure. Unusual incidents include, but are not limited to the following examples:						
	Possession and/or use of alcohol and/or illegal/unauthorized substances						
	by an employee while on official duty and executing the responsibilities and duties of his/her job, including agency offices or any field location						
	Death of an employee while on official duty or death of a visitor in the agency offices or any field location						
	3. Employee misconduct/fraud and abuse						
	4. Theft or destruction of property						
	5. Fire/bomb threats						
	6. Motor vehicle accidents						
	7. Serious injury of an employee requiring external medical care						
	Possession of conventional weapons (excluding possession by law enforcement personnel while executing their duties)						
	Unauthorized disclosure of any case related information						
	10. Any incident requiring the involvement of law enforcement authorities, fire or rescue units						
	Procedure B: General Procedures for an Employee Unusual						
	Incident Reporting						
	The Employee Unusual Incident Report is part of the official record of the incident and ensures that the Agency is informed of any unusual incident that may require immediate attention. The Employee Unusual Incident Report Form (Attachment A) is used for reviewing the incident and may generate and investigation by the Office of Risk Management. Therefore, the Employee Unusual Incident Report Form (Attachment A) must detail all information						
	related to the incident. The CFSA Office of Risk Management shall be the						

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point of contact and the coordination of all criminal investigations involving CFSA and law enforcement agencies and forward all necessary documents and information to the appropriate parties in conjunction with consultation when appropriate, with the CFSA Office of General Counsel.

- 1. Any employee who witnesses or has direct knowledge of an unusual incident shall immediately report it to their immediate supervisor both verbally and in writing, using the Employee Unusual Incident Report Form (Attachment A).
- An employee shall complete the Employee Unusual Incident Report Form (Attachment A) and supplemental reports as directed by the supervisor or Risk Manager and submit the form to Office of Risk Management within twenty-four (24) hours of the incident or the next business day.
- 3. To ensure uniformity in reporting procedures and format, the Employee Unusual Incident Report Form (Attachment A) shall be the only reporting form used.
- 4. The Employee Unusual Incident Report Form (Attachment A) may be deemed sufficient as the final written report by the CFSA Office of Risk Management depending upon the nature of the unusual incident.
- 5. An employee shall participate in the investigation of the unusual incident at the direction of the Office of Risk Management.
- 6. The Employee Unusual Incident Report shall include a summary of actions taken by managerial officials regarding the unusual incident, and any corrective measures taken to prevent recurrences (immediate and long-term). The report shall be reviewed by the CFSA Office of Risk Management and disseminated to the appropriate parties and/or administrations for corrective action, if needed.
- 7. In the event that all facts are not included in the initial report, a follow-up report shall be submitted to the CFSA Office of Risk Management within 72 hours after the occurrence of the initial incident. However, if updated information is received after that timeframe, the Office of Risk Management shall incorporate it into the report. Administrators shall ensure that follow-up reports are submitted to relate subsequent information and actions.
- 8. When an employee unusual incident occurs between the hours of 4:45 p.m. and 8:15 a.m. on weekdays and any time on weekends or holidays, the employee shall report the incident to the security officer on duty at 202-442-6361. The employee shall also inform his or her supervisor of the incident upon returning to work and complete and submit an Employee Unusual Incident Form (Attachment A) to the Office of Risk Management before the end of the employee's shift of the next business day.
  - a. If the unusual incident constitutes an employee emergency, CFSA's security is directed to call the following individuals until a response is received:

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- i. Risk Management Specialist at 202-497-4282
- ii. Human Resources (HR) Administrator at 202-497-9011
- iii. Chief Administrative Officer at 202-403-9860
- b. If the unusual incident involves an emergency impacting the building, CFSA security is directed to call the following individuals until a response is received:
  - i. Supervisory Inventory and Space Management Specialist at 202-409-0865
  - ii. Facilities Management Program Manager at 202-497-0140
  - iii. Chief Administrative Officer at 202-403-9860
- 9. If the unusual incident involves the security of computer systems or information technology (i.e., the loss or damage of a device containing CFSA information), the employee shall complete a CFSA Information Technology Incident Report Form (Attachment B) as well as the Employee Unusual Incident Form (Attachment A), and follow the procedures outlined in the Information Technology Risk Assessment Policy.
  - Such incidents include, but are not limited to lost, stolen, or damaged cell phones and/or smart phones, computers, lap tops, air cards, flash drives, or any other device containing any CFSA information.
  - b. If the unusual incident report is regarding a lost, stolen, or damaged cell/smart phone, the employee shall also submit a copy of the Employee Unusual Incident Form (Attachment A) to the Facilities Management Administration (FMA) as well.
  - c. The Office of Risk Management shall confer with the Child Information System Administration (CISA) and other appropriate departments (e.g., FMA) to determine appropriate action regarding all lost, stolen, or damaged devices containing CFSA information. (See the Incident Security Response Policy and the Device and Media Controls Policy for more information.)

Note: an unusual incident report regarding security of computer systems or information technology shall be completed for <u>all</u> lost, stolen, or damaged devices containing CFSA information, including devices owned by the District of Columbia and/or personal devices.

10. If the unusual incident concerns an employee's involvement in a vehicle accident in an agency vehicle or in the employee's personal vehicle while performing work-relating duties, the employee shall immediately complete a Motor Vehicle Accident Form (Attachment C), the DPW Initial/Incident Report (Attachment D), as well as the Employee Unusual Incident Form (Attachment A). Employees who are involved in a vehicular accident while driving, during the performance of their work duty, shall obtain a Chain of Custody Form located at Human Resources (HR) Administration or at the FMA in order to complete a drug/alcohol testing immediately, or within 24 hours of the incident, as directed by HR.

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### Procedure C: Role of the CFSA Office of Risk Management

The purpose of the CFSA Office of Risk Management is to help prevent, eliminate and/or reduce conditions and practices that present a potential risk of harm or loss. The CFSA Office of Risk Management shall:

- Ensure copies of the Employee Unusual Incident Report Form (Attachment A) are forwarded to the appropriate department for follow-up within 24 hours of receipt. In extreme cases requiring immediate corrective action, the appropriate department shall also be contacted verbally.
- 2. Ensure that the Agency's director or designee is contacted by telephone or written communication, immediately following an employee unusual incident requiring their attention.
- 3. Monitor the incident reporting process to determine compliance and implementation of the recommended corrective action.
- 4. Participate in investigations and provide assistance to management as necessary.

### Procedure D: Role of the Administrator, Manager, & Supervisor

- Administrators, managers, and supervisors are responsible for ensuring timely attention and resolution to employee unusual incidents. The deputy director shall be contacted by the administrator, manager, or supervisor immediately upon knowledge of any of the following incidents:
  - Death of an employee on official duty or of a visitor while on District Government premises
  - b. Employee misconduct, fraud, and abuse
  - Any incident requiring the involvement of law enforcement authorities, fire or rescue units
- 2. Participate in investigations as necessary.
- 3. Ensure that the initial report is submitted to the Office of Risk Management within 24 hours of the incident or the next business day.
- 4. If all facts are not available and included in the initial report, ensure that a follow-up report is submitted within 72 hours; additional information is to be immediately conveyed to the Office of Risk Management.
- 5. Report any injuries of an employee to Third Party Administrators (TPA) (the organization that processes workman's compensation) and provide the claim number to the Office of Risk Management.
- 6. Ensure the employee completes a Chain of Custody Form and drug/alcohol testing is done within 24 hours of the incident, if the incident concerns the possession and/or use of alcohol and/or illegal/unauthorized substances.
- 7. Ensure completion of the Motor Vehicle Accident Form (Attachment C), the DPW Initial/Incident Report (Attachment D), as well as the Employee Unusual Incident Form (Attachment A) if applicable.

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8. Refer employees who are involved in a vehicular accident while driving, during the performance of their work duty, to HR or FMA to obtain a Chain of Custody Form and complete drug/alcohol testing immediately or within 24 hours of the incident, as directed by HR.

#### Procedure E: Role of the Office of Human Resources

The CFSA Human Resources Administration (HRA) plays an integral role in the unusual incident reporting process. HRA shall complete the following tasks:

- 1. Notify the appropriate administrator within 24 hours of receipt of an employee unusual incident report if the report merits placing an employee on administrative leave pending the outcome of an investigation.
- 2. When applicable, notify FMA and Child Information System Administration (CISA) to suspend service to employee's cell phone, Outlook and FACES.NET access.
- 3. Provide support/counseling through the Employee Assistance Program (EAP) for employees as needed.
- 4. Request appropriate documentation from the unusual incident investigation and maintain them in the personnel records.
- 5. Ensure that the supervisor has sent the employee to have a drug/alcohol test immediately, or within 24 hours of the incident, depending on the nature of the incident if the incident concerns a motor vehicle accident.

### Procedure F: Unusual Incident Reports Resulting in an external Investigation

Employee unusual incidents may involve law enforcement officials and other external investigative components.

- 1. Employee unusual incidents that may require the involvement of law enforcement officials and other investigative components include but are not limited to the following situations:
  - a. Serious or suspicious injuries to employees on official duty
  - Possession, and/or distribution of alcohol and controlled substances by an employee on official duty
  - c. Employee misconduct, fraud and abuse
  - d. Theft of government property
  - e. Illegal possession of weapons or any object used or attempted to be used to cause harm/injury
  - f. Any incident requiring the involvement of law enforcement authorities, fire or rescue unit
- 2. When such incidents occur, the CFSA Office of Risk Management, shall ensure the following procedures are implemented immediately:
  - a. Notification of the Office of the General Counsel, if necessary.

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- b. Notification of the Metropolitan Police Department (MPD), if necessary.
- c. In the event of a criminal investigation by the Protective Service Division (PSD), MPD or the Office of the Inspector General (OIG) the employee and/or victim should be removed from the immediate area to defuse the situation. Removal of an employee pending internal and criminal investigations may include such actions as reassignment or detail. Other instructions may come from PSD, MPD or OIG based on the individual circumstances of an investigation.
- d. Completion of an internal investigation by the Office of Risk Management, if necessary.
  - Note: CFSA staff shall not conduct an internal investigation prior to notifying the Office of the General Counsel and the Office of Risk Management. This includes taking statements or interviewing witnesses or victims. Such actions impede a criminal and internal investigation. Staff shall only gather the information that is required for the completion of the CFSA Employee Unusual Incident Report.
- e. In the event there is suspicion of employee misconduct, fraud, and abuse the Agency Director and OIG shall be notified immediately and no later than 24 hours after receipt of notification.

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### CHILD AND FAMILY SERVICES AGENCY EMPLOYEE UNUSUAL INCIDENT (UI) REPORT

PART	1 - REPORTING SOURCE								
1. <b>N</b> a	me of Reporter:								
	le/Position:								
b. Ad	Iministration:								
c. Te	lephone Number	d. Date Reported: e. Time Reported:							
2. <b>Ha</b>	s this incident been reported to Risk Manag	ement?	Yes	No	Don't Know				
If y	If yes, please provide the following information to the best of your knowledge:								
Pe	Person Reporting Incident to Risk Management:								
a. Tit	le/Position:								
b. Ad	Iministration:								
c. <b>Te</b>	lephone Number:	d. Date Reported:		e. Time Reported					
PART	2 -TYPE OF INCIDENT								
3. <b>Ty</b>	pe of Incident:								
4. I	Date of Incident:	Time	of Incident:						
5. I	Location/Place of Incident:								
6. I	Individuals Involved and/or Witnesses to the	Incident:							
_									
PART	3 - DETAILS OF INCIDENT								
	(WHO? WHAT? WHEN? WHERE?)								
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=									
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-		-							
-									
PART	4 - INTERVENING ACTION (S) TAKEN AND	BY WHOM							
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-									
DADT	5 - (FOR RISK MANAGEMENT USE ONLY)				<u> </u>				
FANI	3- (FOR RISK MANAGEMENT USE UNLT)								
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Note: If necessary, attach separate sheet for additional information.

	CFSA INFORMATION TECHNOLOGY INCIDENT REPORT FORM DCERT Ref. #																
Da	te/Time of Incid	lent:				Date/Time of	Report:										
Ag	gency: Address:																
Use	er Info:	First Na	me:	Last Name:							Pho	ne:					
		Email:									-						
		(if differ	ent from	Agency address	):												
	D/Tech ad Info:	First Na	me:			La	st Name:				Pho	ne:					
		Email:						1	1		-						
I	ncident Type:			Abuse of Compu					Unauthorized A								-
				ter Virus/Worm/T nted/Denial of Ser		etection			Suspicious Act Exploit	tivity							-
				k Availability	VICC				Other:								-
Ini	tial Severity As	signed		1 2	3	4 5	I	HIPPA	YES N	О							<u>-1</u>
							Related?										
	us/Worm/Troj									Removed	l:		YES L		NO	,	<u> </u>
An	tiviral Software	2:	Naı	me:			1	Vers	ion:		_	Dat	te:				
Ho		Mainframe	;	Workstation		Server	Network Device		<del></del>		OS:				7		
-	Source Addre	ss		Port #	MAC A	Address	Destin	ation A	Address Port#		MAC Address				=		
-																	1
	Incident Details  Provide details of events leading up to incident if known, impact on users, details of theft or destruction, and how many users were affected																
						Action	n Taken										
	Name of	Person W	riting R	eport:													
	Signature: Date:																



# DISTRICT OF COLUMBIA MOTOR VEHICLE ACCIDENT

REPORT FORM

CLAIM CODE/PHONE	# AGENCY CO	ONTACT INFORMATION	AGENCY				
DATE OF ACCIDENT	TIME OF ACCIDENT	LOCATION ACCIDENT OCCU	RRED: NE N'	W STATE			
	AM: PM:	Street	ft of Street				
TYPE OF ACCIDENT (check one)  _ 00 Collision of vehicles _ 01 Collision with fixed object _ 02 On board school bus _ 03 Boarding/Alighting _ 04 Pedestrian _ 05 Fatality	TRAFFIC CONDITIONS (check one)  00 Unknown 01 Heavy 02 Medium 03 Light	TRAFFIC CONTROLS (check one)  00 Unknown 05 Flashing Light 01 Yield Sign 06 Stop Sign 02 Signal 07 None 03 Officer 08 Other 04 Turn Restricted	ROAD SURFACE (check one)	ROAD CONDITION (check one)  01 Unknown 02 Repairing 03 Dry 04 Wet 05 Ice			
ROAD TYPE (check one )	mp 01 Dawn/Dusk idge 02 Dark			check ALL that apply ) check one ) 03 Rain 04 Snow 05 Sleet			
Total # of Vehicles Involved:							
	# of Passengers in Disst Name, M.I.) Age  License State: Home	Phone #: ( ) e Tag #/State/Year Vehicle	r PT) Driver Injured: ————————————————————————————————————				
Vehicle Driven Away: Yes or No	_	Yes or No If towed, to where: _					
(check one)00 Passenger Auto01 Bus02 Truck03 Trailer04 Other05 Heavy Equipment  DRIVER CONDITION (check ALL that apply)00 Fatigued00 Passenger Auto	_ 00 Speed _ 01 Defective brakes _ 02 Signal _ 03 Auto right of way _ 04 Pedestrian right of way _ 05 Improper Turn _ 06 Yield Sign	DISTRICT vehicle here: Insert ONE code	er Defects estrian Violation er inattention aging lanes no caution ure to set parking brake ened door in traffic	ANT vehicle here:			



# DISTRICT OF COLUMBIA MOTOR VEHICLE ACCIDENT

#### REPORT FORM

Claimant Information			
Claimant (Last Name, First Name, M.I.)	Age	Sex	Estimated Damage \$
Home Address	Business Addres	SS	
Drivers License #/State Home Phone	#:( )	Alterna	te Phone #: ( )
Vehicle Damaged: Yes or No Speed at time of Impact: Was vehicle driven away? Yes or No Tow Co. Info			•
INJURY CODE (check ALL that apply)  00 Fatal 01 Disabling 02 Non-disabling 04 Unknown 05 No visible injury 06 complaint of pain/n	03 None no visual injury	00 Fatigued 03 Asleep	NT CONDITION (check one)  01 Ill        02 Physical defect 04 Normal        05 Unknown npaired        07 Ability not impaired
TYPE OF VEHICLE (check one):00 Passenger Auto01 Bus02 Truck03 Trailer08 Fire engine09 Ambulance10 Fixed Object11			
		Claimant Vehicle:	
Additional Claimant Information			
Claimant (Last Name, First Name, M.I.)	Age	Sex	Estimated Damage \$
Home Address	Business Addre	SS	
Drivers License #/State Home Phone #	#: ( )	Alternate	e Phone #: ( )
Vehicle Model/Year:	Tag #/State/Yo	ear:	
Make:	Vehicle Color	r:	
Body Style:	-		
Vehicle Damaged: Yes or No Was vehicle driven away? Yes or No Tow Co. Info  Speed at time of Impact: Was vehicle left at the scene			:
INJURY CODE (check <u>ALL</u> that apply)  00 Fatal 01 Disabling 02 Non-disabling 04 Unknown 05 No visible injury 06 complaint of pain/n		00 Fatigued	NT CONDITION (check one)  01 Ill        02 Physical defect 04 Normal        05 Unknown npaired        07 Ability not impaired
TYPE OF VEHICLE (check one):00 Passenger Auto01 Bus02 Truck03 Trailer			
08 Fire engine 09 Ambulance 10 Fixed Object 11	Vendor Cart 1	2 Other:	
		Claimant Vehicle:	



# DISTRICT OF COLUMBIA MOTOR VEHICLE ACCIDENT

#### REPORT FORM

crosswalk	Backing up Furning left Entering/leaving	2	Address	Phone Nu	
LOCATION OF ACCIDENT: At intersection Not at intersection At crosswalk	Name/Address	s Phone	Injured Person(s) Information:  Phone Number Injuries/Which Vehicle		
Not at crosswalk Other:	3				
INDICATE AREA OF DAMAGE TO VEH  District Vehicle  Front	Rear		Front	Claimant Vehicle	Rear
Description of Accident:			Diagram	N	
			W		Е
Example:	<u>-</u>			S	
Supervisor at Scene: Investigating Police Officer:		Badge No.: Di			
Phone #:					



### GOVERNMENT OF THE DISTRICT OF COLUMBIA INITIAL/INCIDENT REPORT

NOTE: <u>USE THIS FORM TO INITIALLY REPORT INCIDENTS</u>. To be completed by the investigating supervisor. This report must be faxed to the Department Safety Manager and your Administrator/Division Chief ASAP, but **no later than the end of your shift**. You must follow all procedures outlined in the latest copy of the Department's Accident Notification Procedures. Contact Safety @ Nextel Call Number 2413. For questions concerning CDL Drug/Alcohol, contact DPW Drug and Alcohol Coordinator @ Nextel Call Number 2696!!

ADMINISTRATION/DIVISION:
DATE/TIME OF INCIDENT:
ADDRESS OF INCIDENT:
EMPLOYEE(S) INVOLVED
DRIVER/OPERATOR:
NAME:
NAME:
DPW VEHICLE/EQUIPMENT INVOLVED
VEHICLE/EQUIPMENT/MAKE/MODEL:
VEHICLE/EQUIPMENT TAG NUMBER:
DESCRIBE DAMAGE:
DESCRIBE DAVIAGE.
OTHER OPERATOR/VEHICLE INVOLVED
NAME/ADDRESS:
NAME/ADDRESS:
WITNESS NAME/ADDRESS:
WITNESS NAME/ADDRESS:
TYPE VEHICLE/TAG NUMBER:
DESCRIBE DAMAGE:
PLEASE PROVIDE A BRIEF DESCRIPTION OF WHAT HAPPENED
SUPERVISOR'S NAME/PHONE:
POLICE OFFICER'S BADGE #/REPORT #:
DATE FAXED TO SAFETY: (202-671-0613):

PLEASE DISTRIBUTE TO OTHERS WITHIN YOUR ADMINISTRATION ACCORDINGLY

DPW Initial Incident Report Form – A product of DPW RACC: October 2002